

# TREGARTHEN'S

HOTEL RESTAURANT COTTAGES

## COVID-19 ADDITIONAL MEASURES – Updated 1<sup>st</sup> September 2020

So far, The Isles of Scilly has had no reported cases of Covid-19 and we are supporting all efforts to try to ensure that it remains free and safe. A case of the virus here has some different implications to an outbreak on the mainland, so we are all working hard to keep everyone safe whilst making sure that you can still enjoy your much awaited holiday.

To enable us to be able to welcome you to Tregarthen's this year, we have put in place a series of special measures, all designed to protect the safety of our staff, guests and the islands.

We have taken appropriate measures to make sure that your stay at Tregarthen's adheres to the current Government guidelines. We ask that guests also adhere to Government guidelines on social distancing, especially as regards their party being comprised of appropriate households and with regards to any guests who may be sharing a cottage.

We have carried out a full Risk Assessment and our team have been instructed and trained on how to ensure the guidelines are carried out.

We have achieved accreditation from the *Good to Go* scheme from VisitEngland, as well as the *Covid Confident Scheme* Assessment from the AA.

The measures you will see in place at Tregarthen's and around the islands, are designed to keep the social distancing and personal hygiene measures in place. Please respect them as much as you can.

Summarised below is an overview of the measures we have taken. If you would like any more specific details on the measures we are taking, then please do contact us in advance of your stay.

If there is anything you are uncertain of during your stay, or anything you feel we could be doing better, then please to mention it to a member of the team.

We do hope you enjoy your stay.



## TRAVEL TO THE ISLES OF SCILLY

Prior to travelling, please ensure you have reviewed the latest updated information from your transport provider, to ensure you adhere to their guidelines for travel, bringing with you items like face masks and hand sanitiser, as required.

For specific information, please follow the links below :

[Scillonian](#)

[Skybus](#)

[Penzance Helicopters](#)

Each will have in place their own measures to ensure that travel and disembarkation are carried out in an appropriate way.

## RECEPTION

- There are Perspex screens in place as a barrier between the staff and guests
- There is hand sanitiser on the table on entry to the hotel, please do use it each time you come in
- Guests are asked to wear face coverings in all public areas of the hotel
- Final payment for hotel accommodation is normally due on arrival. If you would prefer contactless payment, then do call us the day before arrival and we can take payment over the phone
- Otherwise, we will process payment on arrival, as normal, ensuring the credit card machines are wiped between all transactions
- At the end of your stay, your bill will be sent via email, rather than printed
- If there is any balance to pay on departure, please pay by card (no cash)
- We will not be selling boat trip tickets. These can be obtained contactless at the quayside

## LUGGAGE

- If needed, portage will be available as normal to the Square for airport arrivals and departures, with our team using gloves and a mask
- There will be limited access to the quayside for our van for portage. For Scillonian arrivals, luggage from the quayside will be transported by Island Carriers and may be subject to a £1.50 per bag charge. This can simply be added to your bill
- Be aware that your luggage, especially the handles, may be sprayed with anti-bac if left for portage
- Bags will be carried to or from the outside of your room. Our porters will not enter your room

## KEYS

- Your keys will be cleaned and placed in a sealed envelope for collection on arrival
- Please keep your keys with you at all times throughout your stay. No keys can be left with Reception during the day
- At the end of your stay, all keys are to be dropped into a key return box on check out

**HOUSEKEEPING**

- We have removed some soft furnishings (cushions and throws) from the rooms and cottages
- Rooms will be “deep cleaned” between guests
- Rooms will not be visited by any staff mid-stay, including for any mid-stay servicing
- Additional items (toiletries, Tea and Coffee, milk, towels etc) will be available from reception or on request, and placed outside your door
- Guests are asked to not enter the room or cottage occupied by any other guests
- Guests are asked not to touch the door handles to any door other than their own accommodation, and minimise touching hand rails if possible
- We will not be able to accommodate any late check outs or early check ins, to enable us to fully service the rooms between guests

**BREAKFAST**

- Seating will be distanced at least 1m apart through the restaurant and lounge
- On arrival you will be asked to book a time for breakfast each morning to help us manage the number of guests dining at the same time
- All food will be served to your table by our team – there will be no buffet available

**LOUNGE, BAR, TERRACE AND RESTAURANT**

- Only the Lounge, Terrace and Bar is open to non-residents, from mid-morning to early afternoon
- There will be no food available, other than breakfast. We can also arrange for packed lunches
- For guests staying on a dinner inclusive basis, separate arrangements have been made for you to dine locally. Do let us know your requirements and we can make the appropriate reservations for you
- We have removed the books and DVD's that would normally be available for guests to share
- We have removed the children's toys and closed play area
- We have removed some soft furnishings and occasional cushions from lounge chairs
- All doors will be left open as much as possible, to avoid guests having to use the handles. Fire doors will be closed at night as normal
- We have a regime of regular cleaning of hand rails, doors and all outside areas

**LOCAL DINING**

- Many local restaurants and pubs are open, but with social distancing measures there is more limited capacity
- We advise guests to book tables 3 or 4 days in advance, which we are happy to help – just ask the reception team

**TOILETS**

- As most of the hotel is only open to residents, we have closed our public toilets, which will be for staff only. Please use the facilities in your room or cottage

**FOOD SHOPPING**

- The Co-Op has a number of measures in place. Please be aware that they will only allow one adult to shop, with a maximum of 10 customers in store at a time. The first hour of each day is for vulnerable local residents only
- Especially for self catering guests, please plan your shopping carefully, for example it may be better to do one large shop for the duration of your stay, rather than multiple smaller shops
- For self catering guests, the Co-Op is operating an online “click and collect” service, whereby you can place an order and book a collection time

**OUT AND ABOUT**

- Our reception team will be happy to answer any questions you have about what is available to do on the islands. The Tourist Information Centre is open
- Be aware that most shops and attractions will be looking to be contactless as much as possible. Do carry your bank card with you
- Please respect other visitors and residents by maintaining appropriate social distancing at all times
- Please wash your hands frequently
- Please be patient, especially at the harbour and in the shops, where social distancing measures may mean there are queues and things are a little slower than usual

## IN CASE OF ILLNESS

More detailed advice for visitors has been published by the Council of the Isles of Scilly, and can be found [here](#).

For any routine healthcare issues while on holiday, please approach your own normal GP. This will reduce the amount of face to face contact within GP practices, helping to shield and protect the most vulnerable patients. All GP practices within England are now able to offer video and telephone consultations for their patients and can send prescriptions electronically to a local pharmacy.

If you do need to attend local health centres, please wear a face covering or mask.

If you, or anyone in your party, are symptomatic of Covid-19 before you leave, then you must not come. If you have been advised by NHS Track and Trace service to self-isolate, then you must take their advice.

Any guest who suspects they have developed Covid-19 symptoms should isolate in your room or cottage and contact 111 for further advice. People with Covid-19 symptoms should not enter the health centre building. Alternative areas for assessing people with Covid-19 symptoms are available on the islands and will be used if required.

If you are taken ill, are symptomatic or you are contacted by the NHS Track and Trace scheme during your stay, guests are required to also inform us immediately. If possible, stay in your room or cottage and telephone reception on 01720 422540.

We will then put in place the protocols agreed by the local authorities to support you. This may include mobile testing, whereby the medical services will come to you in your holiday accommodation. The result of any test must be shown to us. There is a locally funded scheme in place to repatriate guests and contacts of guests to the mainland by private air or sea transport, in the case of a positive test, to minimise the possibility of guests having to isolate on the islands.

If the test is positive and you or others in your party are unable to leave the islands for any length of time, which is very unlikely, then self-isolation may be required to take place in your accommodation. Any additional fees for food or accommodation, additional cleaning, as well as any fees for any other bookings affected by this self-isolation, will be need borne by the guest. You or members of your party may be required to isolate in your holiday accommodation for at least 14 days. Please consider the implications of this. We recommend you check the terms of your travel insurance to see if these sort of costs are covered.

If you are on medication of any sort, as a safety precaution we advise you bring with you enough to cover the length of your planned stay, plus 14 days extra supply, in case you are required to isolate at any stage.

We continue to strongly advise you take out travel insurance. Details of travel insurance offered by Isles of Scilly Travel can be found here - <https://www.islesofscilly-travel.co.uk/plan-your-trip/travel-insurance/>